

# Case Management: A TAO-E Perspective

## TEC 2005

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# Objectives

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- Explain the case management program focus for TRICARE Europe
- Describe the major areas of interest for case management in Europe
- Discuss the ways that TRICARE Europe may be able to provide greater benefits to the MTFs



# Agenda

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- **Case Management Background**
  - TAO-E Structure
  - Policies and Guidelines
- **Focus Area – Morbid Obesity and Plastics**
  - Data
  - Process
- **Inpatient Mental Health**
  - Data
  - Process
- **ECHO**



# Case Management Background

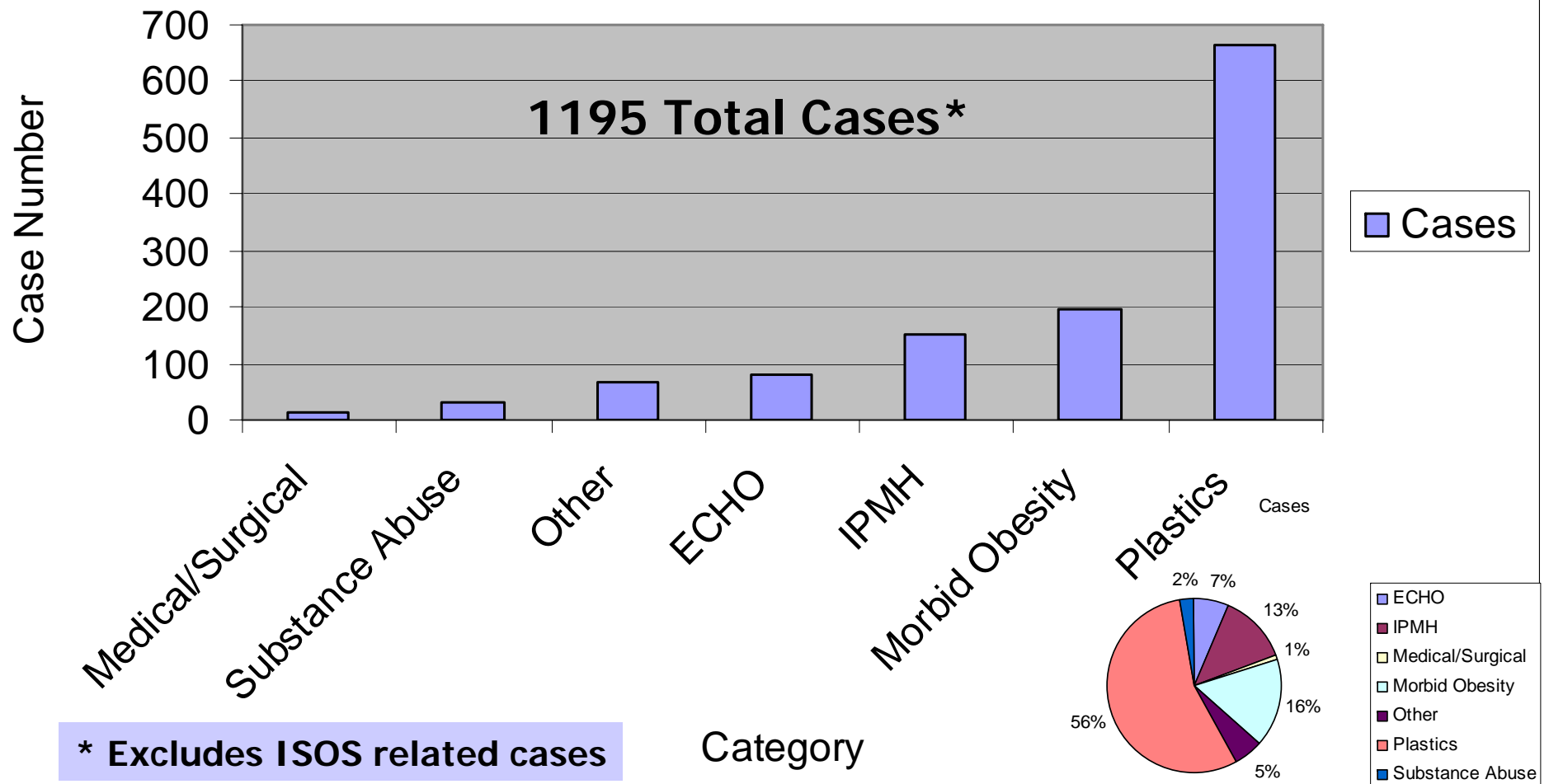
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- **TAO-E Clinical Staff Support**
  - 2 RNs for case management
  - 1 MD as overall Medical Director
  - 1 Dentist as overall Dental Manager
  - TGRO Sites supported by ISOS team of RNs and physicians via contract
- **Areas of emphasis: plastics, morbid obesity surgery, host nation inpatient mental health, ECHO program, ISOS Notifications**

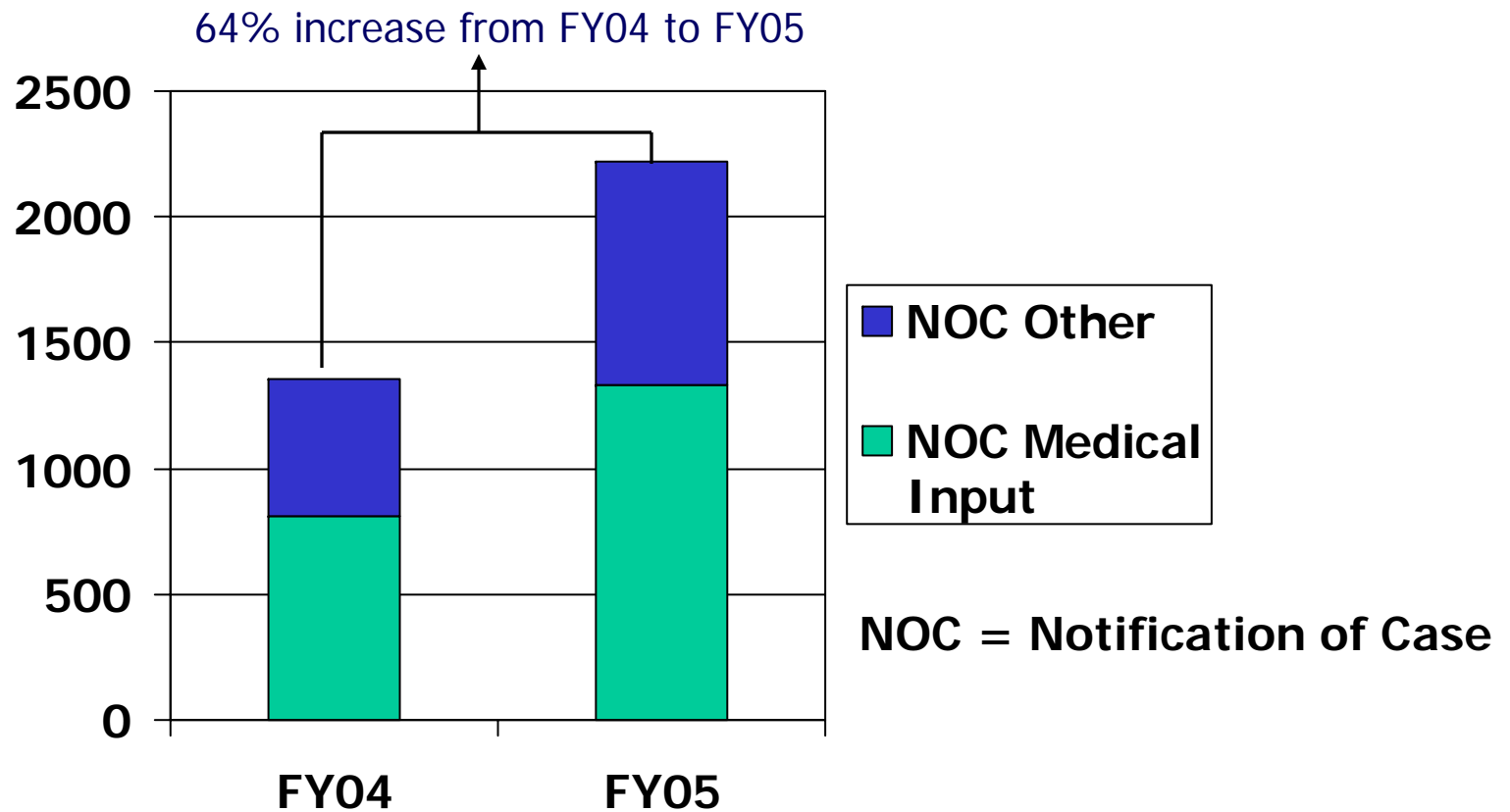


# Case Mgt Overall Workload

Cases Managed By TAO-E - FY05 \*



# ISOS Notifications to TAO-E



**Note:**

- Actual # of NOC with Medical Input Required extrapolated from estimate of 60%
- NOC Data obtained from ISOS



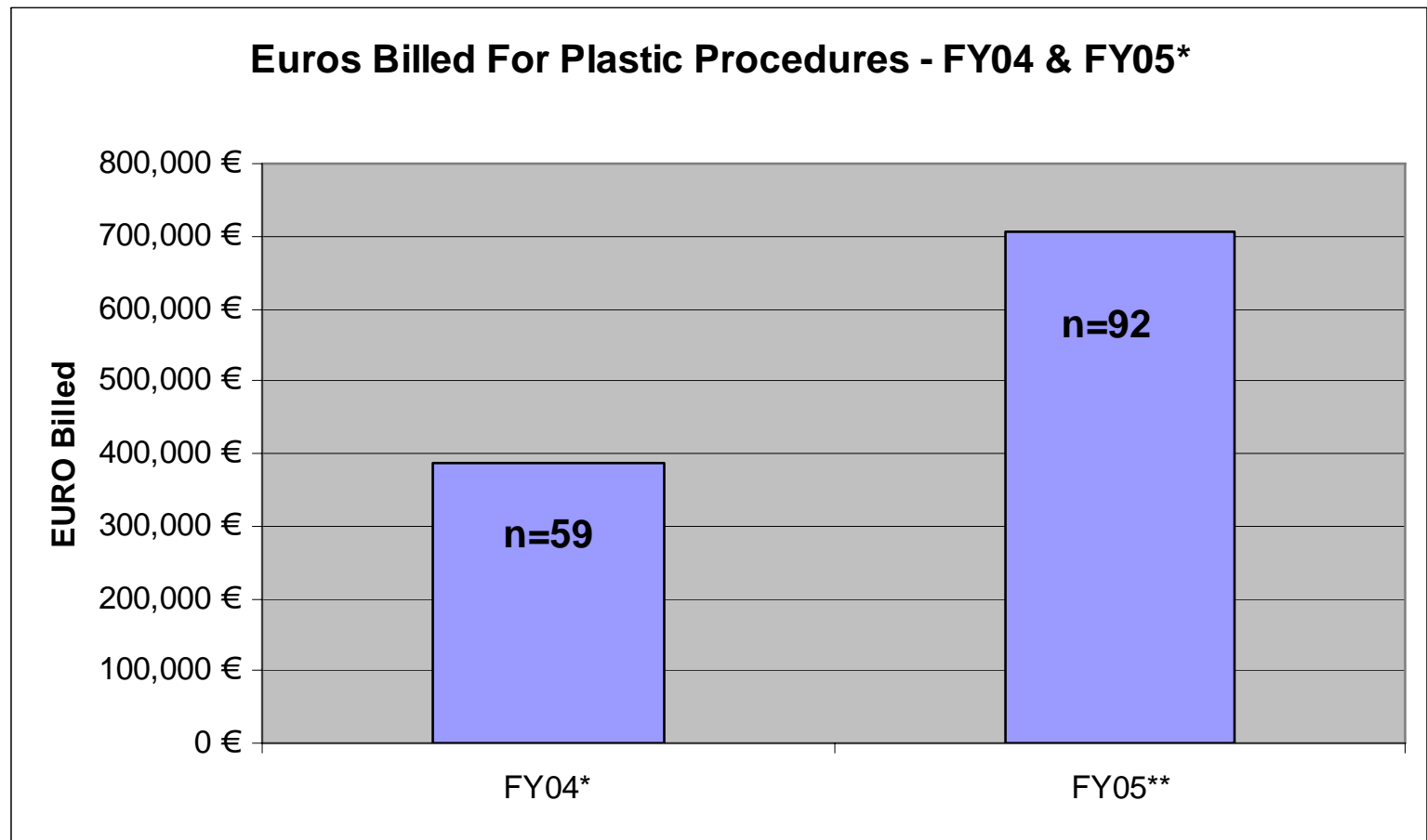
# Case Management Related Guidelines

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- 5 May 04, TEO Policy PL04-001 and 002, "Revised Policy for Authorization and Network Use for Cosmetic/Plastic and Morbid Obesity Surgeries in Host Nation Facilities"
- 21 Mar 02, TEO PL 2002-001, Policy for Authorization and Network Use for Inpatient Mental Health Care in a Host Nation Facility



# Morbid Obesity and Plastics - Background Data



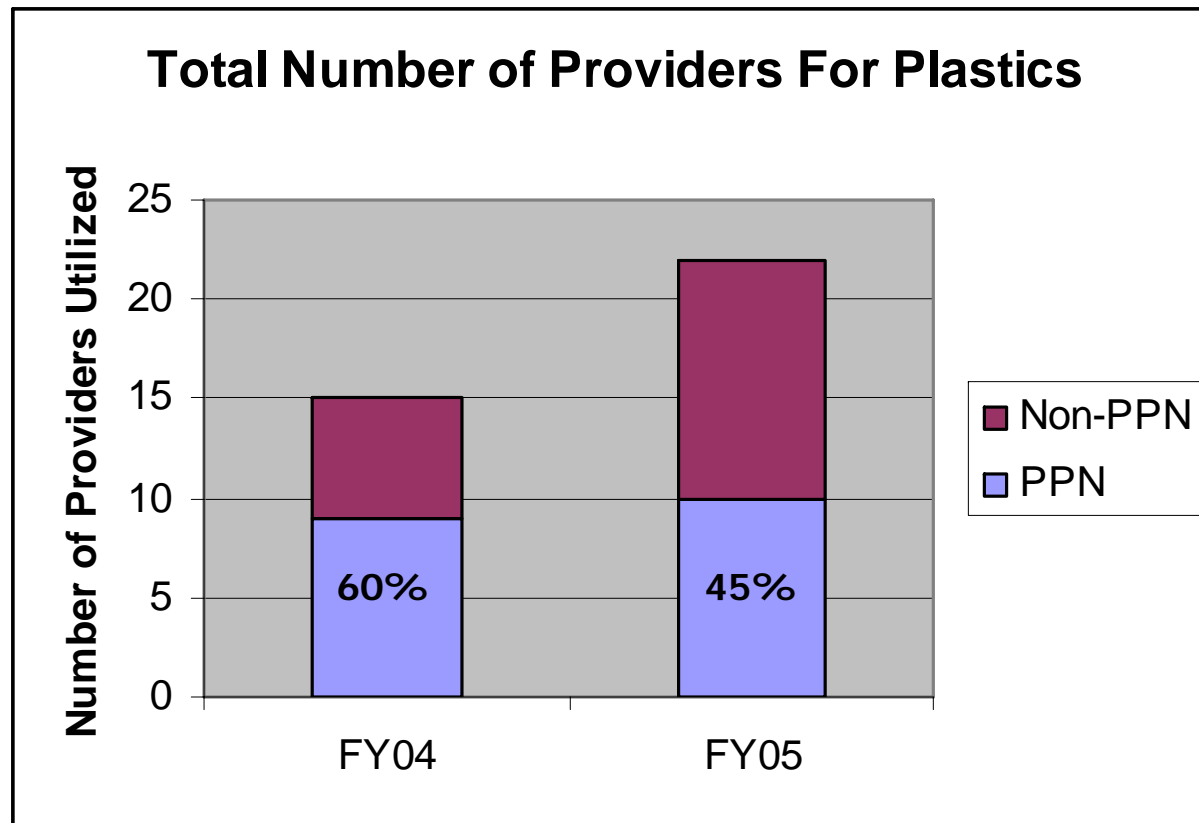
Data Source: M2  
Nov 05

**NOTE: Total Cost is not Complete**

- \*FY04 is not complete for 1<sup>st</sup> QTR
- \*\*FY05 is not complete for 4<sup>th</sup> QTR



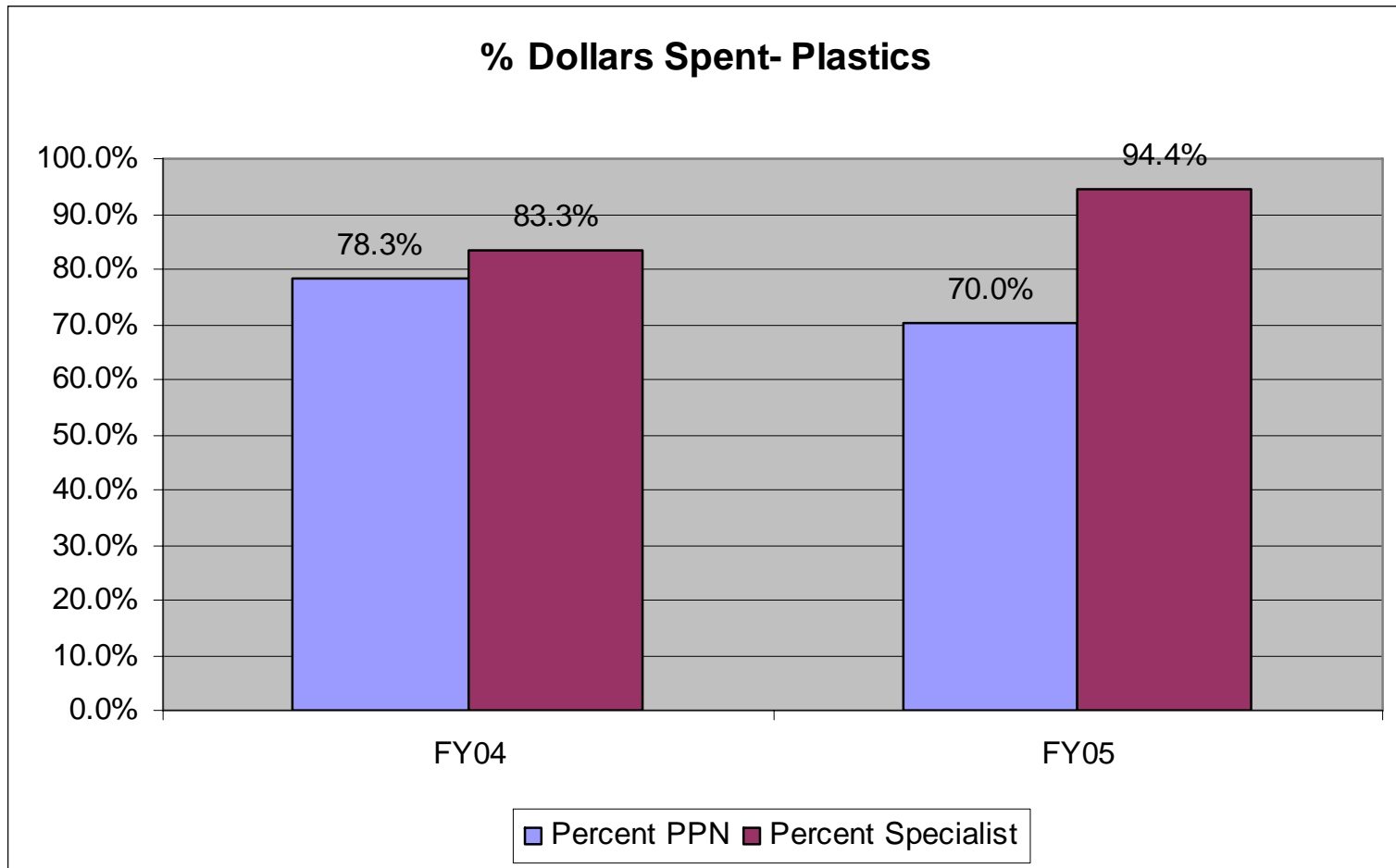
# Morbid Obesity and Plastics - Background Data



Data Source: M2  
Nov 05

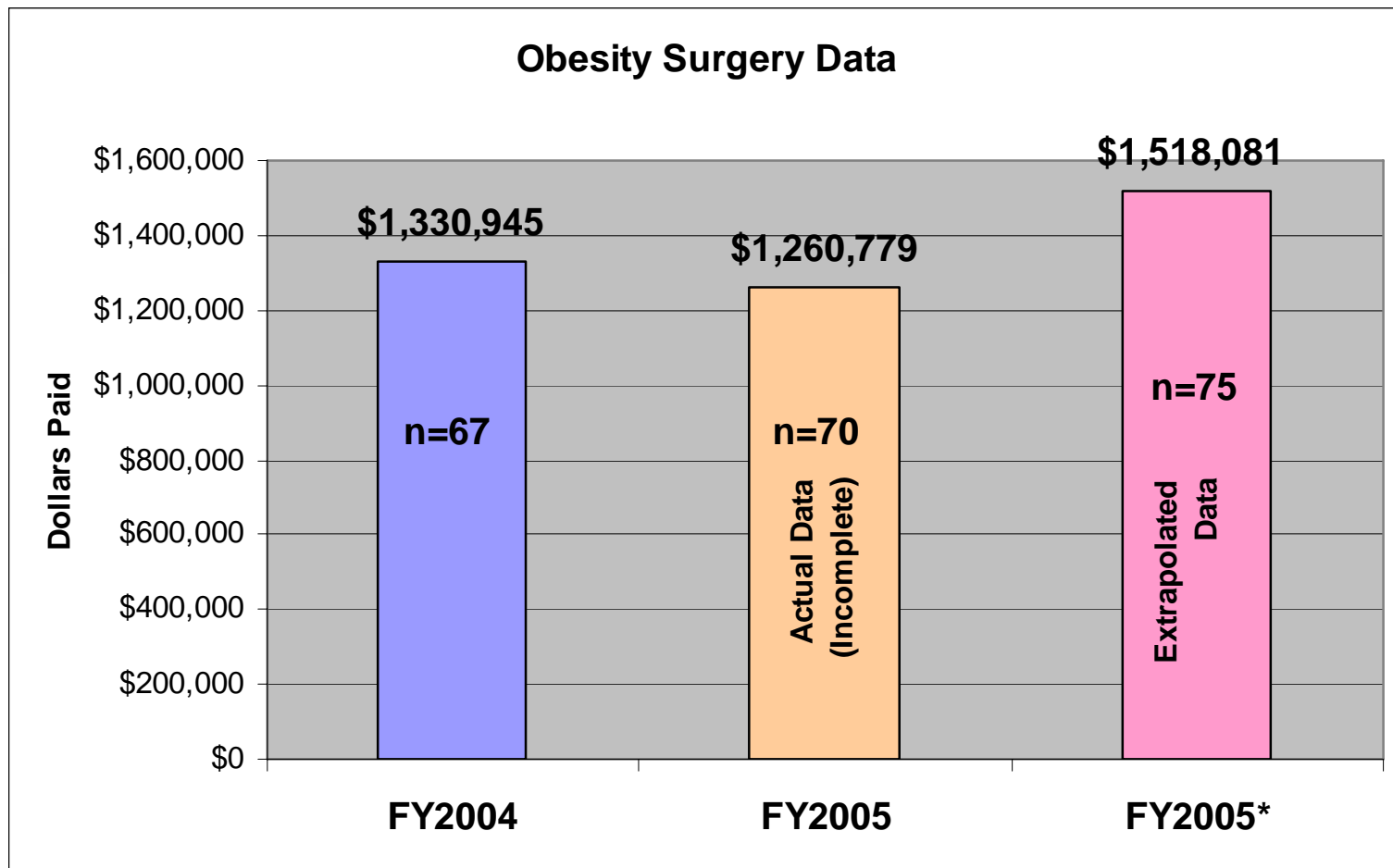
**40% increase in providers utilized,  
only 45% were in PPN in FY05**

# Morbid Obesity and Plastics - Background Data



Data Source: M2  
Nov 05

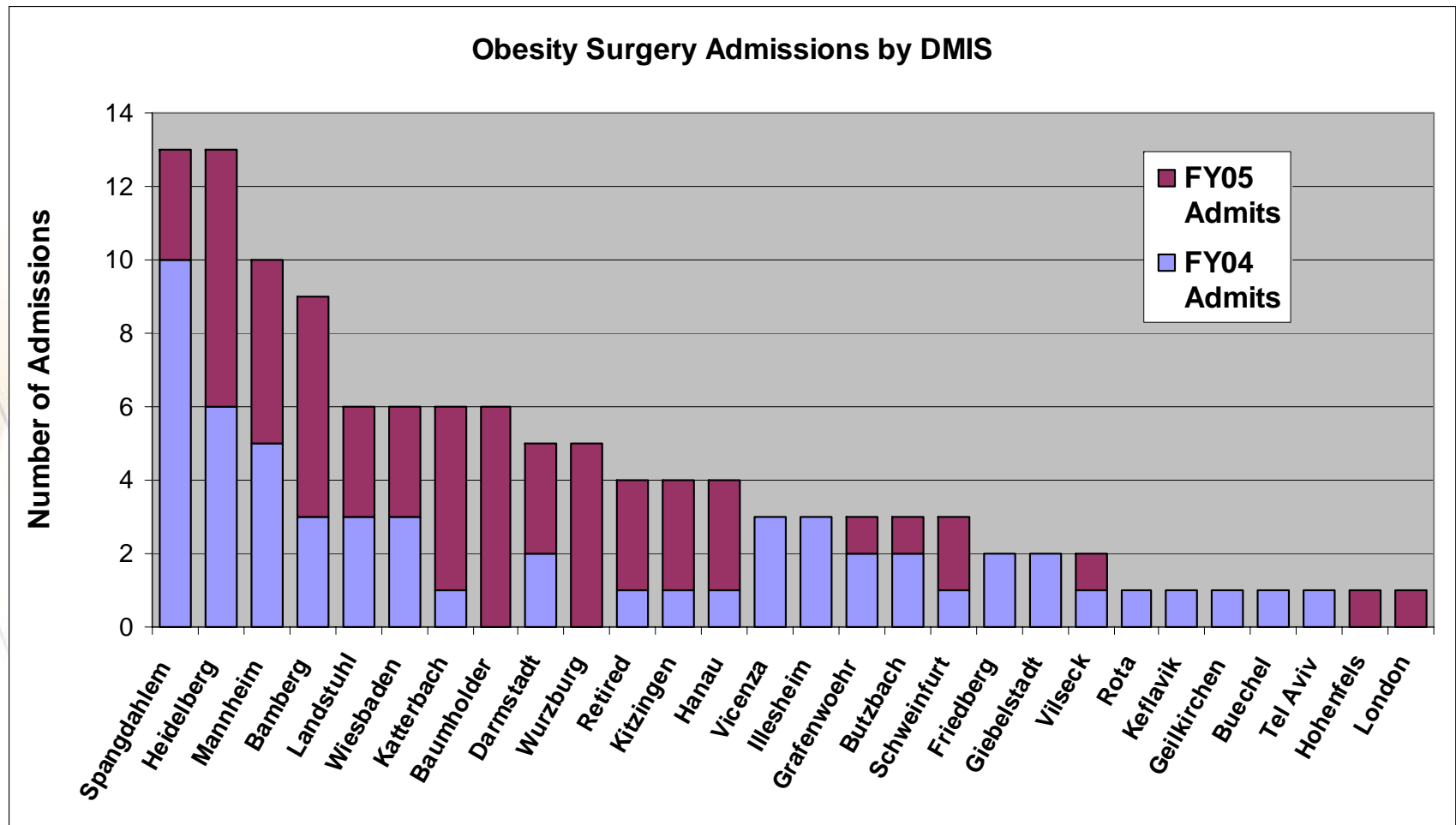
# Morbid Obesity and Plastics - Background Data



Data Source: M2  
Nov 05

Note: \* FY2005 extrapolated estimate  
based on 9 months of data

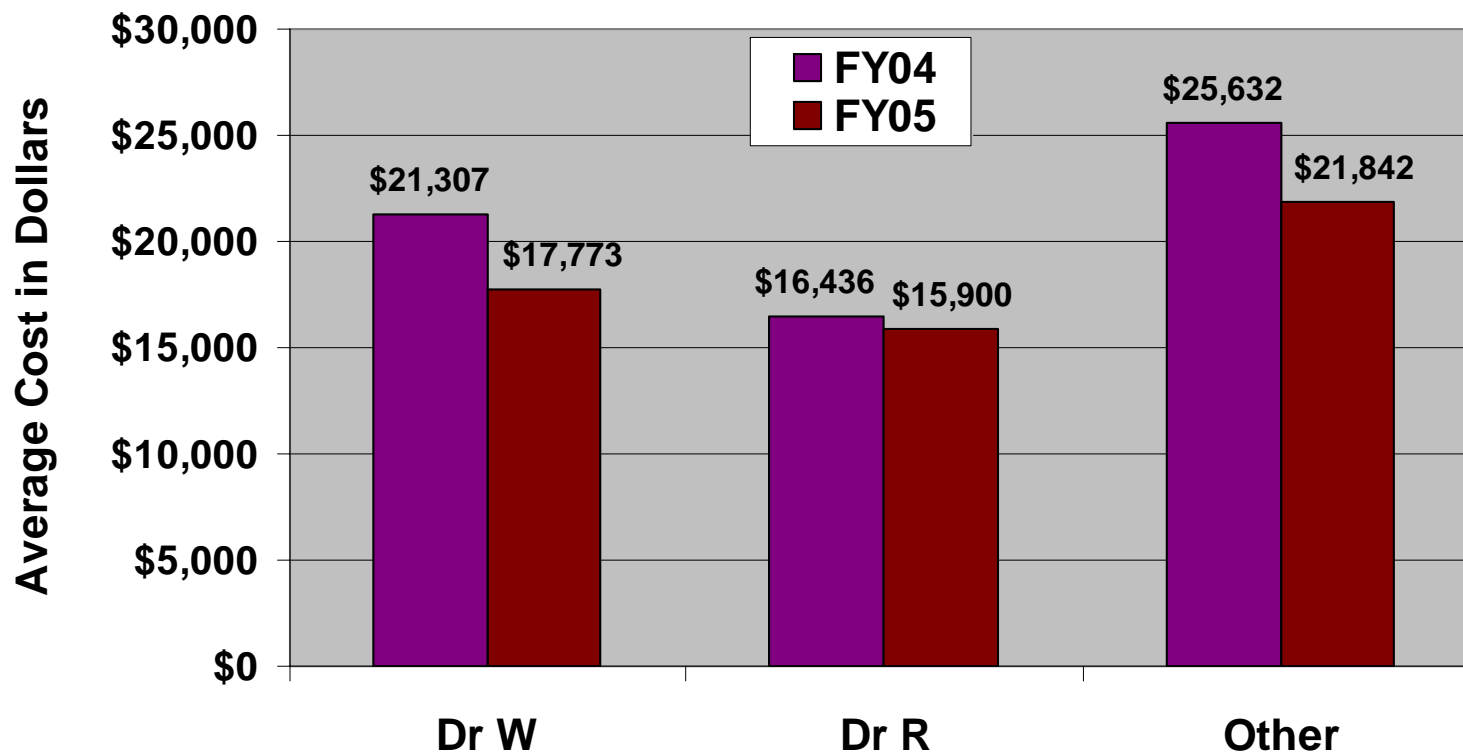
# Morbid Obesity and Plastics - Background Data



Data Source: M2  
Nov 05

# Morbid Obesity and Plastics - Background Data

Gastric Bypass - Average Cost By Provider

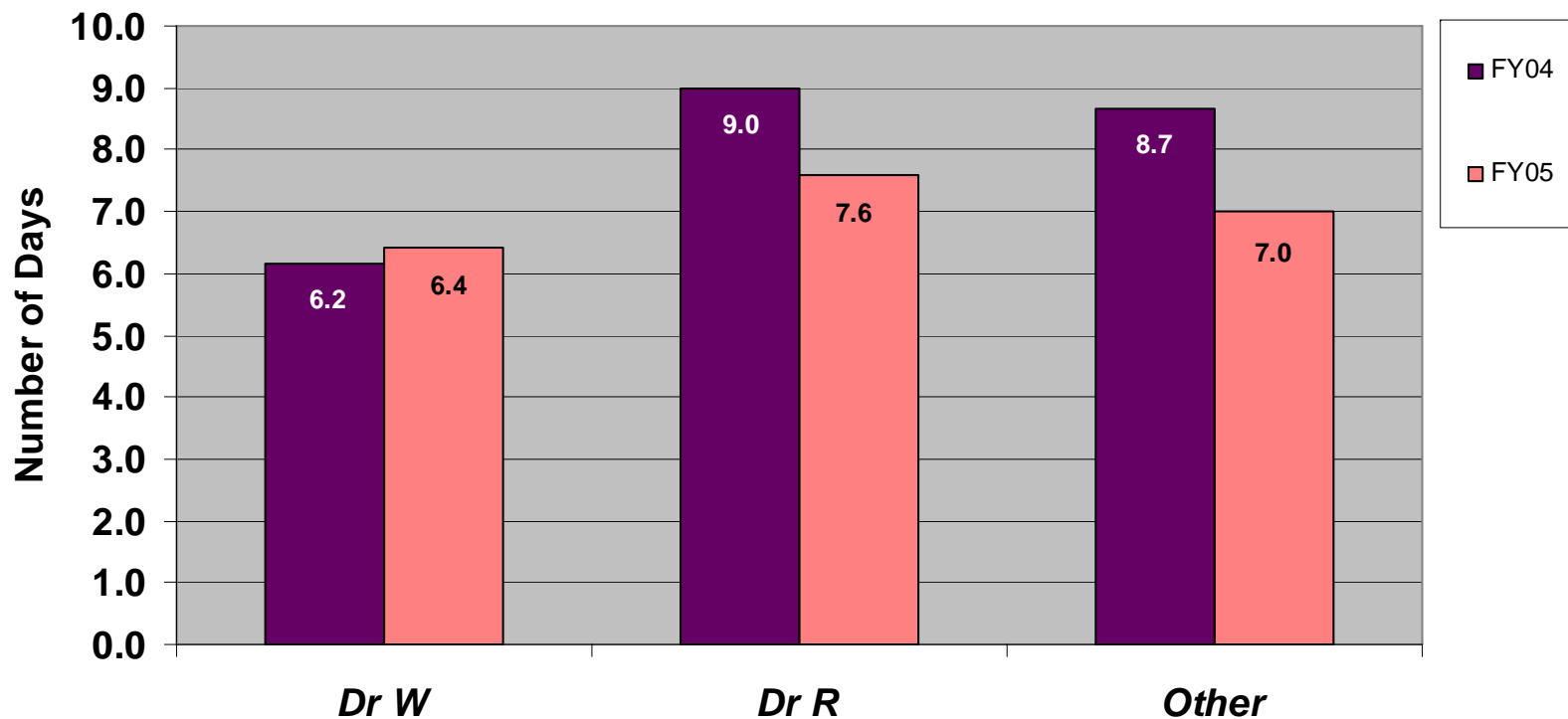


Data Source: M2  
Nov 05

Other: Only 3 cases each year

# Morbid Obesity and Plastics - Background Data

Average Length of Stay by Gastric Bypass Surgeon



Data Source: M2  
Nov 05

# Morbid Obesity and Plastics - Process Highlights

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- **Three Key Factors Assessed By Case Managers:**
  - Is the patient a good candidate
  - Is the procedure a covered benefit
  - Is the provider qualified and “validated”
- **All purchased care referrals must be approved centrally by TAO-E**
- **New approval form developed**
- **TAO-E to follow up with patients for outcomes data and post procedure continuity**



# Morbid Obesity and Plastics - Process Highlights

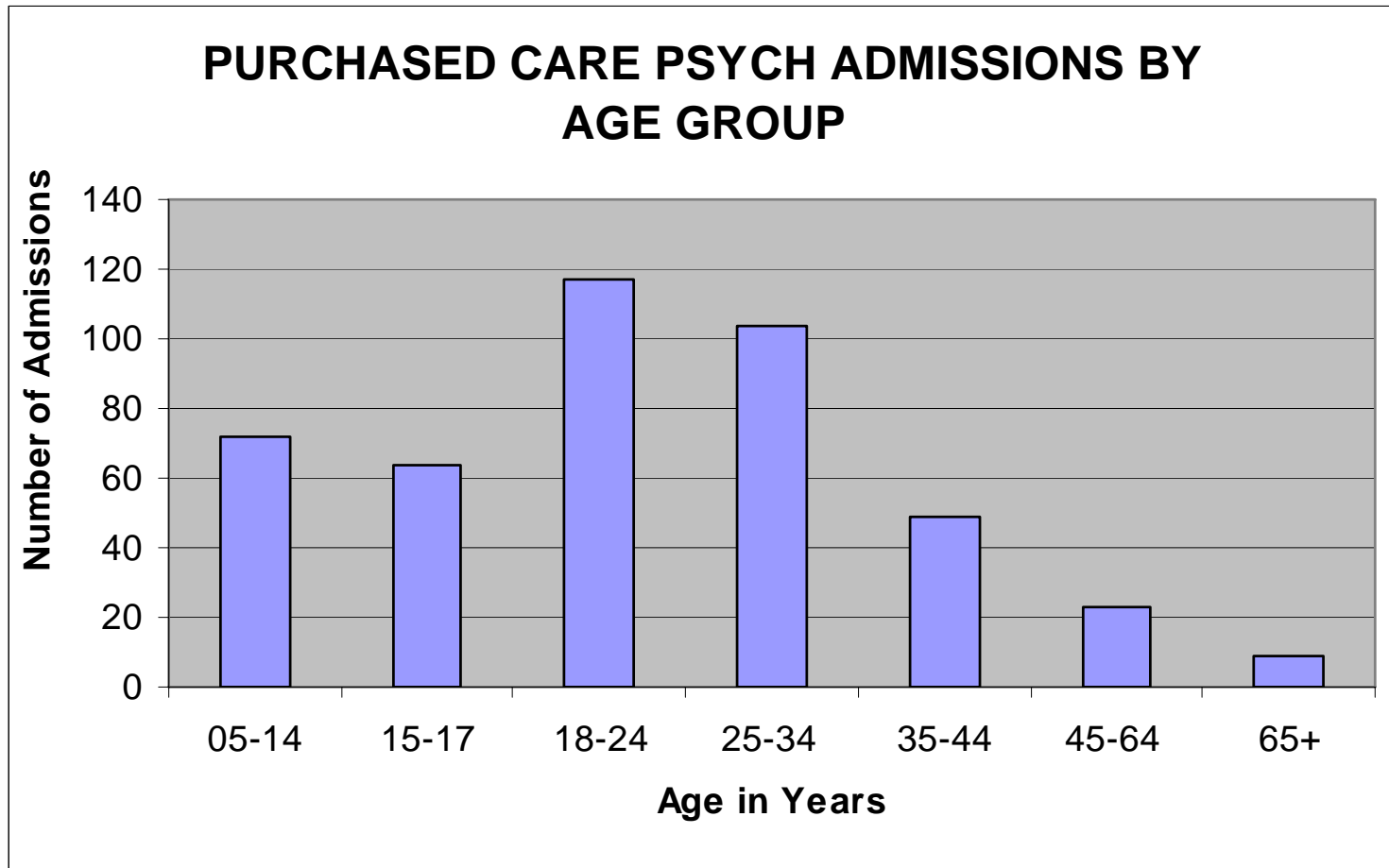
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- TAO-E currently approving Gastric Bypass Surgeries performed by a single provider in Germany
  - MOU with TAO-E
  - Open to expand but issue will be volume (35 gastric bypass surgeries a year), and post op follow up plan
- Plastic Surgery to be limited to surgeons who are specialists in the field of Plastic/Reconstructive Surgery





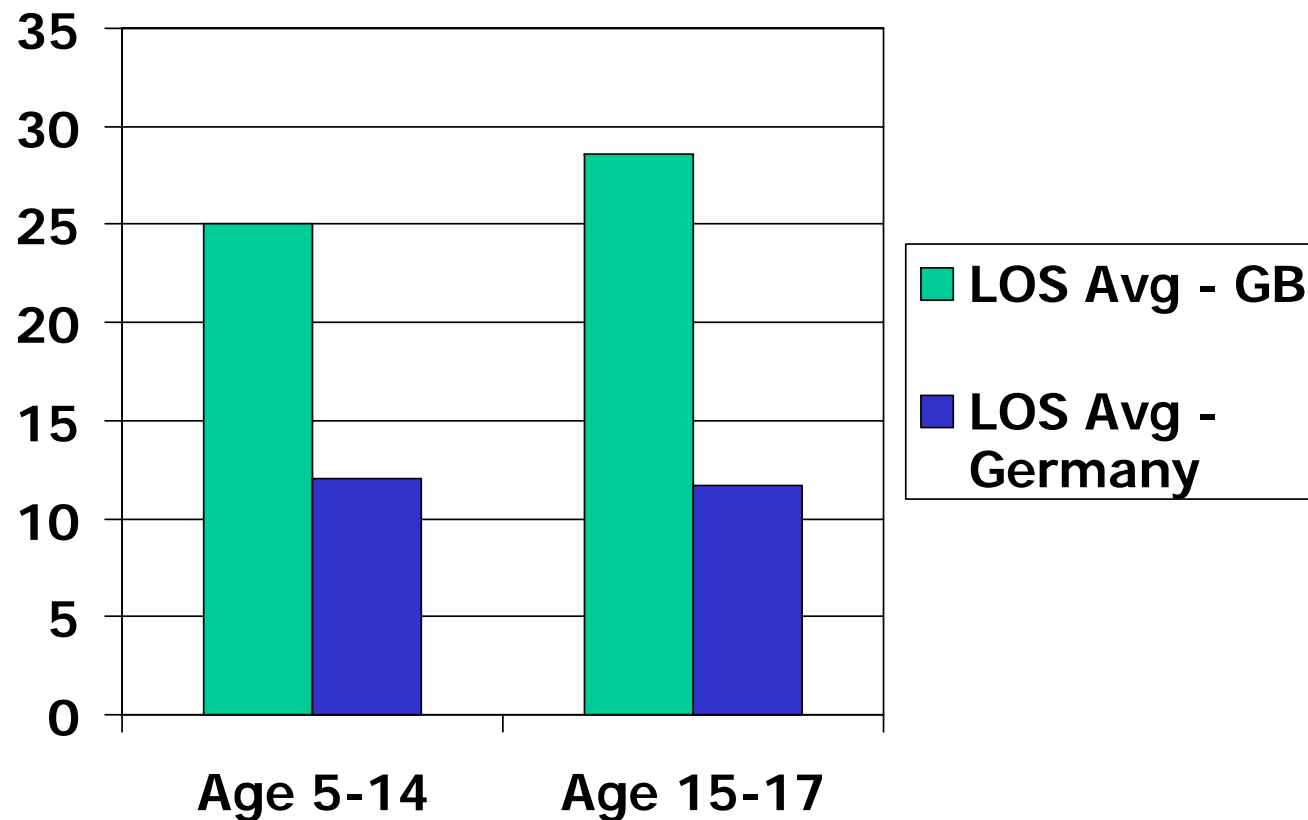
# Inpatient Mental Health - Background Data



Data Source: M2  
CY 2004 thru Aug 05

# Inpatient Mental Health - Background Data

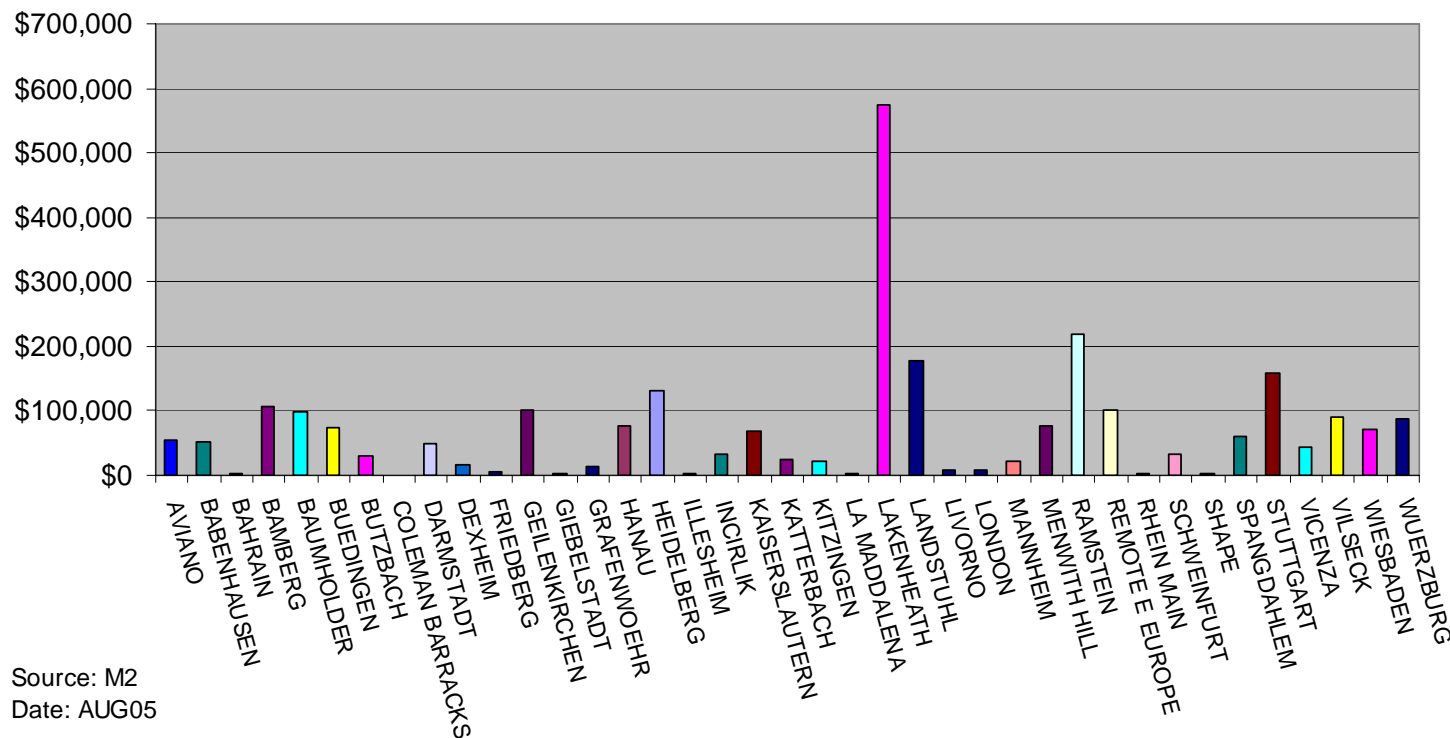
Length of Stay Comparison



Data Source: M2  
CY 2004 thru Aug 05

# Inpatient Mental Health - Background Data

**PURCHASED CARE PSYCH - AMOUNT PAID  
BY MTF ENROLLMENT (FY 2004 TO PRESENT)**



Source: M2  
Date: AUG05



Data Source: M2  
CY 2004 thru Aug 05

# **Inpatient Mental Health - Guideline Highlights**

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- **All purchased care admissions must be approved by TAO-E, retroactive approvals are acceptable within 72 hrs if an emergency**
- **TAO-E to assist in facility placement and travel as needed**
- **TAO-E now able to perform TRAC2ES function to expedite military evacuation requests**
- **New form developed to streamline the process**



**TRICARE Area Office - Europe**  
**Inpatient Mental Health Admission/Movement Form**  
**Date**

Patient Name:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Sponsor SSN:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Sponsor's Name:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Patient's Date of Birth:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Patient Contact Phone Number:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Contact email address (if available):	<div style="background-color: #cccccc; height: 1.2em;"></div>

This form is only to be used for admission to a non-military treatment facility and only after the option to admit into a MTF has been checked.

1. In your medical opinion, can this patient travel safely via commercial (public) transportation, with attendant, if required? ☐ YES ☐ NO (Note: If NO, then please complete AF Form 3899 and follow the TAO-E Evacuation Guidelines, complete items after number 4 and fax to TAO-E )

CONTINUE if Patient is SAFE for Commercial Travel:

2. Does this patient require an attendant? ☐ YES ☐ NO  
 If YES, provide information below:

Attendant Information Requirements						
Name	SSN	Branch	Unit	Address	Type of Attendant (med or non-med)	Phone #
<div style="background-color: #cccccc; height: 1.2em;"></div>	<div style="background-color: #cccccc; height: 1.2em;"></div>	<div style="background-color: #cccccc; height: 1.2em;"></div>	<div style="background-color: #cccccc; height: 1.2em;"></div>	<div style="background-color: #cccccc; height: 1.2em;"></div>	<div style="background-color: #cccccc; height: 1.2em;"></div>	<div style="background-color: #cccccc; height: 1.2em;"></div>
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3. Medical TDY orders are necessary for the patient and all accompanying attendants. Have TDY orders been written? ☐ YES ☐ NO

4. Provide **CLINICAL TRANSFER NOTE** for receiving medical facility to TAO-E.

Referring Provider Signature	Date

Specialty of Referring Provider:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Email of Referring Provider:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Phone Number of Referring Provider:	<div style="background-color: #cccccc; height: 1.2em;"></div>
Originating Facility Name:	<div style="background-color: #cccccc; height: 1.2em;"></div>

**FAX TO: TAO-E Nurse Case Manager, 496-6377, CIV 06302676377**

# ECHO Program

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- **Extended Care Health Option (ECHO) replaces Program for Persons with Disabilities**
  - Available only for ADFMs
- **TAO-E centrally registers and manages any beneficiaries that might qualify for ECHO**
  - Authorizations should be quicker than previous process
- **Individuals registered into ECHO have some additional benefits**
- **Guidance letter published and sent to MTFs**





# Summary

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- **Gastric Bypass continues to be a complex issue with a need for better oversight**
- **Plastic Surgery is growing in Europe, quality controls need to be reviewed**
- **Inpatient Mental Health remains a challenge in Europe – several process changes implemented**
- **Guidelines have been rewritten for Plastic Surgery, Gastric Bypass, and Inpatient Mental Health – Pending concurrence by Executive Steering Committee**





# Times They Are a Changin'

